Customer Assistance Programs

There are many programs available to Ohio customers who are having difficulty paying their electric utility bills. Please review the programs in this brochure to see if they may help you or someone you know.

Ohio Financial Assistance Programs

PIPP Plus

The Percentage of Income Payment Plan Plus (PIPP Plus) is an extended payment plan that allows regulated gas and electric companies to accept payments based on a percentage of a customer's household income. Eligible customers have a household income at or below 150% of U.S. Federal Poverty Guidelines.

Customers enrolled in this program must pay a percentage of their household income – the PIPP Plus amount – every month. Customers who heat their homes with electricity will be required to pay 10% of their gross monthly household income each month or $10, whichever is more. Customers who do not heat their homes with electricity will be required to pay to the electric utility 6% of their gross monthly household income each month or $10, whichever is more.

Customers who are no longer eligible for PIPP Plus because of their household income may participate in the PIPP Arrearage Crediting (PAC) plan. PAC helps reduce a customer's arrearage amount that was deferred while they were enrolled in PIPP Plus.

Home Energy Assistance Program (HEAP)

This program is administered by the Ohio Development Services Agency's Office of Community Assistance. It is designed to help eligible low-income Ohioans meet the high costs of home heating. Customers must be at or below 175% of federal poverty guidelines.



HEAP Crisis Programs

Summer Crisis – The Summer Crisis Program provides summer cooling assistance for low-income, elderly households and for Ohioans with qualifying medical conditions. Customers must be at or below 175% of federal poverty guidelines, have a member of the household who is at least 60 years old or has an illness that would benefit from assistance, verified by physician documentation. The program is available from July 1 through Aug. 31.

Winter Crisis – The Winter Crisis Program provides assistance to low-income customers who are threatened with disconnection or have had their service disconnected. Customers must be at or below 175% of federal poverty guidelines. The program runs from Nov. 1 through March 31.

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OPAE Fuel Fund

The Ohio Partners for Affordable Energy (OPAE) Fuel Fund provides a maximum benefit of $250 to eligible, low- to moderate-income customers to help pay their electric bills. Customers must be at or below 200% of federal poverty guidelines and must apply for the HEAP or a HEAP Crisis Program, if available. Customer may apply for OPAE Fuel Fund, HEAP and HEAP Crisis Program at their local HEAP provider.

Ohio Fuel Fund *[The Illuminating Company]*

The Ohio Fuel Fund provides assistance to eligible low- to moderate-income customers who have made a good-faith payment of any amount on their electric bill within the past 90 days. Customers must be at or below 200% of federal poverty guidelines, have a past-due electric bill and must apply for HEAP or a HEAP Crisis Program, if available. Customers may apply for the Ohio Fuel Fund at Cleveland Housing Network, Inc. or Council for Economic Opportunities in Greater Cleveland (CEOGC).

Community Outreach Opportunity Program (Co-Op) *[The Illuminating Company],* Project Reach *[Ohio Edison]* or Neighbors Helping Neighbors *[Toledo Edison]*

These programs help residential customers who have suffered a recent financial hardship and need temporary help paying their electric bill. Customers must be at or below 200% of federal poverty guidelines, have made payments of at least $150.00 ($100.00 if 62 years or older),have an electric service termination notice or have been disconnected from service for nonpayment. Consideration may be given for those 62 or older or anyone with an extenuating medical or financial circumstance. For a list of agencies where you can apply to these programs, visit www.firstenergycorp.com/billassist.

Ohio Energy Conservation Programs

Community Connections Program

The Community Connections Program offers electric energy conservation measures and energy education to low-income customers. The program is provided by FirstEnergy and administered by OPAE in conjunction with community-based agencies. Customers may receive home energy audits, installation of CFL bulbs, blower-door tests, air sealing (such as weather stripping, caulking, foam), appliance replacement, insulation and measures that help reduce the need for air conditioning. The program also includes measures to help reduce the demand for electric hot water heat through energy-saving showerheads and faucet aerators.

Ohio's Home Weatherization Assistance Program (HWAP)

HWAP is a no-cost, energy assistance program designed to increase the energy efficiency of homes owned or occupied by income-eligible Ohioans, reduce participants' household energy expenditures, and improve their health and safety. HWAP is federally funded by the U.S. Department of Energy and provided to Ohioans at no cost to customers whose annual household income is at or below 200% of federal poverty guidelines. Ohio's HWAP is administered through the Ohio Development Services Agency's Community Services Division (CSD) and its Office of Community Assistance.

The Electric Partnership Plan (EPP)

EPP is funded by FirstEnergy and designed to improve the electric efficiency of low-income households of customers who participate in or are eligible for PIPP Plus by providing in-home energy audits and installing appropriate energy-efficiency measures. Consumer education helps PIPP Plus participants get the most benefit from their electricity while learning how to reduce the amount of electricity they use.

For more information, call

Ohio Edison	The Illuminating Company	Toledo Edison
1-800-633-4766	1-800-589-3101	1-800-447-3333